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State of Utah Department of Workforce Services



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DWS Moving Forward *Better Product for Better Service*

by Brad Maughan

Now that we have been a consolidated agency for over 5 years, we need to accelerate our efforts in fine-tuning our processes. We have two primary objectives: improving customer service and increasing efficiency. To this end we are reexamining the services we provide to our employer customers and the "way" we provide those services. We are very pleased with the ongoing partnerships that have been developed with many of our local employers. The Business Services Unit has been extremely effective in providing employers with a relatively seamless process for placing job orders, working with upsizing or downsizing, providing timely and inexpensive seminars and workshops, and coordinating the efforts of our employment centers. With the dramatic changes in our systems capability plus our assessment of outcomes, we must continue to move forward as we enhance our standard way of doing business.

DWS will be implementing a powerful new information system late this summer. One dynamic of this new system is a provision for self-directed job referrals. Job seeking individuals will have the opportunity to electronically

complete registration information, input resumes, and search/refer directly to employer job orders for which they are qualified. Employers will also have the opportunity to streamline their process by completing job orders, searching job orders for qualified job seekers, and downloading job seeker resumes, all electronically. The "system" will provide the "job matching" services. For employers with special needs, we will continue to have top quality business consultants available to personally assist those employers.

With these changes, we expect to become much more efficient. This efficiency will translate into providing the time for us to better prepare job seekers to work through the job seeking process and deal with work life demands. We expect customer service to improve by yielding a better product.

The above mentioned changes will go through a gradual process of implementation. As we move through the process, we encourage feedback so we can "tweak" as necessary. We look forward to this new direction and, hopefully, you will as well.



Meet Raylene Ireland, New Director of Department of Workforce Services

On Friday, April 12, 2002 Utah Governor Mike Leavitt announced that Raylene G. Ireland would be the new Executive Director of the Department of Workforce Services. At the same time he announced two other changes in his Cabinet. David Harmer, now heads the Department of Community and Economic Development and S. Camille Anthony took the helm at the Department of Administrative Services replacing Ireland.

"I have chosen to use these changes as an opportunity to reassign experienced and proven managers," said Leavitt. "I'm confident each will approach the challenges of their respective agencies with fresh insights."

Raylene Ireland served as the Executive Director of the Department of Administrative Services since 1993, overseeing eight divisions critical to the internal functions of state government such as information technology services, finance and facility management and construction. During her tenure, the state implemented the wide area network, improving productivity and making technology available to employees statewide.

"I'm very excited to be at Workforce Services. It's a new challenge for me and I plan to rely upon the team that Bob Gross has put in place," said Ireland. "I am also looking forward to touring the state and introducing myself to the staff in our employment centers and regional offices."

Ireland chairs the State Capitol Preservation Subcommittee on Planning and Preservation and has played an active role in the construction project for the Capitol campus. She currently serves on many committees and boards, including the Workers Compensation Fund Board, the Capitol Preservation Board, the National Association of State Chief Administrators, and the State Rate Committee.

Prior to her service in state government, Ireland worked in local government as the assistant to the mayor of Provo City. She has served on the Provo-Orem Chamber of Commerce and was the first woman to be elected chairperson of the Utah County Republican Party.

Ireland became a charter member of the Women In Management Council, and would later receive their "Outstanding Woman" recognition award. She was appointed to the Judicial Nominating Committee, and was the chair of the Freedom Festival Awards Gala for five years. She was also a PTA reading tutor at her children's elementary school.

From 1978 to 1985, Ireland was vice-president of Ireland and Associates, a family-run manufacturing firm. An alumna of Brigham Young University, she is married to Ward J. Ireland and currently resides in Lindon, Utah. She and her husband are the parents of seven children.

The Utah State Senate formally confirmed Raylene Ireland's appointment on April 24.

Economic Information FREE

Discover the gold mine of economic information waiting for you on our Web site:

http://wi.dws.state.ut.us/employer*

- statewide data for Utah
- county-level economic information
- local community-level information
- occupational wage data
- entry level, average, median and middle range
- employment cost index
- consumer price index
- income
- personal and per capita; median household
- list of Utah firms by industry and area: FirmFind
- complete labor market information publications
- the latest economic news
- links to lots of other sites
- links to other states
- LMI; U.S. Department of Labor; State Tax Commission; Census Bureau; Governor's Office of Demographic and Economic Analysis; U of U Bureau of Economic and Business Research

Download, print or explore a wealth of information to help you make smart business decisions!

* In mid-2002, this URL will change to:
<http://jobs.utah.gov/wi/employer>

Sandy City Hosts Job Fair

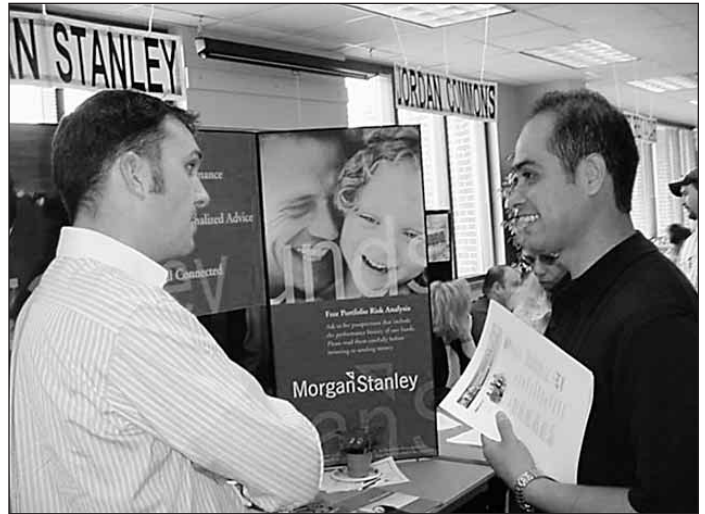
By J'Nel Wright

On April 11, Sandy City and the Department of Workforce Services (DWS) hosted a job fair at the Sandy City Hall. Twenty-four employers took advantage of this exciting opportunity with positive results.

Connie Carter, Business Consultant for DWS, reported that approximately 645 job seekers attended the event. "Overall, the feedback we have received from participants has been very positive," she said.

Many participants commented on the diversity of the employers attending the fair. Jobs ranged from service and assembly positions to positions in sales, financial advising, and engineering. "I am thrilled with the results today," said John Hiskey, Director, Sandy City Economic Development. "Events like this are positive for the community and positive for employers. I would like to see this become an annual event with DWS," he said.

DWS currently maintains a database of approximately 50,000 job seekers with varying levels of experience. They encourage all employers to take advantage of the employment-related services provided at no cost.



Participants at the Sandy City Job Fair

For more information about this or upcoming DWS job fairs and on-site recruitments, visit our Web site: jobs.utah.gov

Luncheon Seminar: "One of the Best"

By Kim Auberger

On April 17th, the Salt Lake Employer Committee (SLEC) and Layton Construction co-sponsored the luncheon seminar **"How to Gain Customer Loyalty During Uncertain Times."** The guest speaker was Ms. Kathleen Gage, President, Turning Point, Inc.

The seminar, hosted at the Little America Hotel, drew over 100 human resource and management representatives from companies along the Wasatch Front. Those in attendance learned some techniques to draw new customers, hold on to current customers, and improve the overall customer service philosophy of their companies and employees.

This interactive seminar received comments such as "One of the best seminars so far..." Other comments touted Kathleen's ability to use humor and real stories

which have proven the techniques she shares with others.

The SLEC, along with the Department of Workforce Services (DWS) Business Services Center team, would like to thank Kathleen for her energetic presentation, Paul Blanchard with Layton Construction for sponsoring this event, and Little America Hotel for once again hosting the seminar!

Our June Seminar **"Workplace Security – What Employers Should Know"** featured Mr. Jeffrey R. Rose, Workplace Security Consultant for the Utah Division of Risk Management and will be featured in our October issue. To pre-register for future seminars, please contact the DWS Business Services Center at (801) 468-0097, or visit us on-line at: jobs.utah.gov.

Veteran General Job Fair a Success

By Carl Moore

The Veterans General Job Fair was a success thanks to a team of compassionate and dedicated employees of the Department of Workforce Services (DWS). The job fair was held at the Downtown Employment Center (EC) on April 25th, 2002.

More than 550 veterans and other customers attended the job fair and most, if not all, expressed their satisfaction. With the help of the following employers, the job fair accomplished much of its mission: **Advanta, Altres Staffing, Becton Dickenson, Bureau of Land Management, C.R. England Trucking, E.G. & G. Defense, Fed Ex, Flying J. Truckstop,**

Harper Excavating, Hill Air Force Base, HMS Host, Intermountain Health Care, L3 Communications, Layton Construction Co., Staker Paving, Utah Department of Human Resources, UPS, US Bureau of Apprenticeship Training, UTA, and Wal-Mart.

The success of this job fair was due to the team effort in organizing and facilitating the event and for the participation of the customers, employers, DWS staff, and resource personnel from the Veterans Administration, and veterans service organizations. Many customers were assisted in their job search efforts with infor-

mation gleaned from the Job Search Workshops presented by Cathy Carey and Tracy Harris-Belnap. Special recognition and thanks go to the excellent leadership and hard work of Sherrill Chapman, Business Services Consultant. Appreciation also goes to the Central Region Veterans Services Team and Robert Wade for their tireless effort in contacting over 1000 veterans informing them of the job fair. The Downtown Employment Center is recognized for their professionalism, courtesy, and willingness to serve as hosts for this event. This thought of appreciation includes Duane Robinson, manager of the Downtown Employment Center, Michelle Kinder, and Paula Johns.

"This Was Fantastic" Salt Lake Valley General Job Fair

By Karen Curinga

At this time of higher than normal unemployment and with the recent lay off of olympic related employees, the Department of Workforce Services (DWS) stepped forward to provide the people of the Salt Lake valley with a General Job Fair that received overwhelmingly positive reviews from those surveyed (both job seekers and employers alike). This was the largest of several job fairs that are hosted each year by DWS. As one job seeker stated, "This was fantastic!" Valley Fair Mall in West Valley City was the site of the job fair held on Wednesday, March 20, 2002. It was estimated, based on the surveys received, that approximately 4,000 job seekers attended during the hours of 11 am - 5 pm. Several local television stations provided media coverage of the event. The 43 participating employers provided a great variety of job positions from financial planners to customer service. One employer commented, "There were a lot of good applicants. We are very happy about it. It was a good response." Another employer stated, "Excellent - we're glad you invited us to attend and participate."

East Valley Chamber Sponsors Clothing Drive

By Steven Hansen, President East Valley Chamber

'The Closet,' which provides professional clothing for women seeking jobs, received a sizable contribution of clothing at a recent clothing drive. The drive, sponsored by the East Valley Chamber of Commerce and the Department of Workforce Services (DWS), sought to expand the inventory of the Closet. Members of the East Valley Chamber of Commerce's Women in Business Forum collected scores of skirts, blouses, suits, sweaters and slacks. 'The Closet' provides job seeking women with professional clothing for both job interviews and the workplace. KSL NewsRadio 1160 reporter, Jason Lee, was on hand for the event. Lee interviewed Sherrill Chapman, a Forum leader and DWS employee, Chamber President Steven Hansen, and Marlene Whiteagle, a patron at the clothing resources center. According to Chapman, the Chamber-sponsored clothing drive more than doubled the number of available business outfits available to job seekers.



Save the date September 24, 2002

SHRM Crossroads Conference "The Great Behind The Great"

September 24, 2002
Golf Tournament September 27

For Registration Information Call 801-539-7495
For Display Booth Information Call 801-455-6068

Online Unemployment Contributions Services a Hit With Employers

"If you build it they will come" not only applies to the 1989 hit movie *Field of Dreams*, it also applies to Utah's Department of Workforce Services Unemployment Contributions' Web site.

This is confirmed by the fact that one third of all new registrations are now done through the internet. Within minutes, a new employer can obtain an account number and rate. If they need to notify the department of a change of ownership, name, address, or telephone number, they can do so online and in real-time.

An even bigger hit with employers and tax preparers is the ability to satisfy their entire quarterly reporting obligations online. Quarterly wage lists, tax reports, and payments can be submitted quickly in a four-step process that gives the employer the option of authorizing an electronic

funds transfer (EFT) or submitting their payment with a coupon. And immediately after submitting their report, the employer can view their transaction, as well as all prior filings, on a reporting history screen.

The popularity of internet reporting is evidenced by the results and comments received after it became available April 1, 2002. More than 2,500 employers, or 4.9 percent, filed their First Quarter 2002 report online. Twenty one percent of those are authorizing EFT payments.

"I had so much fun filing all my clients' returns. I am so impressed with the Department of Workforce Services for creating this opportunity for us to file on line. The step by step for filing is so simple that you don't realize how fast and easy it is."

- Accountant and Payroll Specialist
in Provo, Utah



- * **Recruiting employees?**
- * **Trying to retain good employees?**
- * **Trying to decide on pay increases for next year?**
- * **Want to know what the going rate is for a certain occupation?**

This information is FREE and is just a mouse click away on the DWS Economic Information web site: <http://jobs.utah.gov/wi> Click on "Occupational Wage Information" and sample our wage "buffet."
Be sure to bookmark the site for quick, easy access any time.

KUDOS

"Thank you, thank you, THANK YOU! Someone finally gets it! I loved filing my unemployment insurance form on your web site. The site worked (no errors), was efficient, was intuitive, and was relatively pain free (as pain free as filing payroll tax reports can be anyway)!"

John W. Daniels

"I realize that you probably don't hear a thank you very often. So I am saying thank you. Thank you for helping put food in my children's mouths, and thank you for keeping them healthy with medical insurance. I am a single mother that is trying to become independent by working 40 hours per week and without your help I would not be able to succeed."

Heidi Tulin

"I always appreciate being able to work with your staff members, but yesterday Alana Stewart went above and beyond her expected responsibilities to help an individual with great needs. Thank you for your willingness to work so well with our agency and for the flexibility of your employees to 'do something different' to help those in need."

**Kathryn Monson,
Program Director, CAPSA**

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Events Calendar and Important Phone Numbers

July 2002:

- 4th – Independence Day Holiday
- 10th – Better Your Business Workshop
“UI & New Hire Reporting”
- 24th – Pioneer Day Holiday

August 2002:

- 5th – Unveiling of new DWS Job Matching/Case Management System
- 7th – Salt Lake Employer Committee Meeting - Business Services Center
- 21st – Salt Lake Employer Committee Sponsored Luncheon Seminar – Little America
- 21st – TEC Sponsored Luncheon Seminar – Location TBA

September 2002:

- 2nd – Labor Day Holiday
- 11th – Better Your Business Workshops “Jobs.Utah.Gov”

For additional information regarding upcoming events, visit our Web site: jobs.utah.gov

Important Phone Numbers:

Business Services:	801-468-0097
Child Care Outreach:	801-526-4342
Contributions:	801-526-9235
Labor Market Info:	801-526-9340
New Hire Reporting:	801-526-4361
Rapid Response:	801-526-4312
UI Benefit/Tax Info.:	800-222-2857
DOL Wage/Hour Div.:	801-524-5706
Utah Labor Commission:	801-530-6801
Workforce Council:	801-468-0095
WOTC Tax Credit:	801-526-9484

Business Consultants:

Connie Carter, Midvale EC	801-567-3940
Sherrill Chapman, Downtown EC	801-524-9272
Shelly Burleson, Metro EC	801-536-7173
Karen Curinga, South County EC	801-269-4762
Trina Griffith, Tooele EC	435-833-7327